



Date: February 18, 2010

To: DES Customers and DES Team Staff

From: Harry Ragsdale, Metro Nashville District Energy System Contract Administrator

Subject: DES Customer Meeting – March 18, 2010 - Agenda

Please be advised that the next Customer Meeting is scheduled for Thursday, March 18, 2010 from 8:30 A.M to 9:30 A.M. The meeting will take place in the conference room of the Nashville Downtown Partnership Conference Room on the corner of 4th and Commerce.

The agenda for this meeting is as follows:

- Welcome
- Comparison of Customer Annual Costs
- CEPS Score Card
- Natural Gas Trends
- FY 10 Budget Review
- Proposed FY11 Budget
- Capital Projects Review
- Music City Convention Center
- Liaison Transition of Duties
- Questions and Answers
- Adjourn

The Customer Meeting presents a forum for sharing concerns relating to rising energy costs and methods for keeping costs in “check”. It is my goal to maintain an informal presentation and give you an opportunity to participate. We have continued to work with customers to identify technical issues that contributed to higher costs and a lower quality of service. Generally speaking, minor modifications to building services have resulted in improved performance. We are hopeful that this upcoming meeting will give MNDES an opportunity to share these experiences with more Customers and contribute to further improvements and reduced costs for our customers.

Included with this meeting notice is a copy of the “*Metro District Energy System Customer Survey-March 2010.*” Copies will also be available at the meeting and your comments will be greatly appreciated.

I look forward to seeing you on March 18, 2010.

Thank You!

Harry Ragsdale
MNDES Project Contract Administrator
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